County of Orange Health Care Agency
EMERGENCY MEDICAL SERVICES
405 W. 5th Street, Suite 301-A
Santa Ana, CA 92701

9-1-1 EMERGENCY AMBULANCE
FISCAL YEAR 2016/2017 4th QUARTER ACTIVITY REPORT
APRIL - JUNE 2017
REGION E
(Lake Forest, Mission Viejo, Rancho Santa Margarita, San Juan Capistrano, Unincorporated Areas)
Care Ambulance Service, Inc.

Response Time Compliance

![Graph showing response time compliance with areas and required values.]

REGION COMPLIANCE
- Lake Forest: 98.18%
- Mission Viejo: 98.35%
- RSM: 99.55%
- SJC: 98.85%
- Unincorporated: 95.34%

Fig. 1: Response Time Performance – combination of dispatch, system deployment & ambulance maintenance required to meet monthly compliance rate of 90% for an Exclusive Operating Area

Dispatches

![Pie chart showing dispatches by region.]

REGION DISPATCHES
- Lake Forest: 1233
- Mission Viejo: 1663
- RSM: 461
- SJC: 929
- Unincorporated: 334
- Home Wellness: 0

Home Wellness: a call for public assistance (lift assist, back to bed, etc.) received/dispatched through the 9-1-1 system; responded to by BLS Ambulance without ALS/OCFA; not included in total dispatches

Fig. 2: Dispatch – a call for service requiring a 9-1-1 Emergency Ambulance response, regardless of the final outcome and does not account for calls outside the region border

Transports

![Pie chart showing transports by region.]

REGION TRANSPORTS
- Lake Forest: 3057
- Mission Viejo: 813
- RSM: 1087
- SJC: 308
- Unincorporated: 633
- Home Wellness: 216

Fig. 3: Transport – the movement of a patient from the scene of a dispatch to a hospital by a 9-1-1 Emergency Ambulance, excluding calls outside the region border

8/2/2017 1:46 PM